



12 APR 2023

MEMORANDUM

FOR : All Regional Executive Directors
DENR-CAR, NCR, Region I to XIII

ATTN : The Head, Regional Committee on Anti-Red Tape (CART)

FROM : The Director
Legal Affairs Service, and Head of the DENR CO Sub-CART on
Citizen's Charter (CC) Compliance and Monitoring per Special Order
No. 2021-551

SUBJECT : SUBMISSION OF PROOF OF POSTING OF THE
UPDATED/LATEST CITIZEN'S CHARTERS FOR CY 2023

Pursuant to Anti-Red Tape (ARTA) Memorandum Circular (MC) 2019-002-002-A¹, the DENR Central Office Sub-Committee on Anti-Red Tape (Sub-CART) on Citizen's Charter (CC) Compliance and Monitoring submitted to the ARTA last 30 March 2023 its updated DENR Citizen's Charters for 2023 (1st edition), containing the internal and external services of the DENR Central Office and harmonized internal and external services of the Regional, PENR and CENR Offices.

In line with Rule IV of the Joint CSC-ARTA-DTI MC 2019-001 or the Implementing Rules and Regulations (IRR) of Republic Act (RA) 11032 otherwise known as the Ease of Doing Business and Efficient Government Service Delivery Act (EODB) of 2018, on posting of the latest/updated Citizen's Charters at the main entrance of or most conspicuous place in your office, you are requested to comply with the following requirements:

1. Download the latest copy of DENR Citizen's Charters for 2023 (1st Edition) in word file for editing through the link https://bit.ly/DENR_CC2023 or in PDF file at <https://bit.ly/CitizensCharter2023FirstEdition>;
 - a. In compliance with Annex A of ARTA MC 2021-10, the name of person responsible for each step shall be indicated in the Posted Information Billboard and Handbook.
2. Make available to the public the DENR Citizen's Charters for 2023 (1st Edition) with the harmonized Regional Citizen's Charters to include:
 - a. A handbook displayed at the Public Assistance Desk of your Regional, PENR and CENR Offices;
 - b. Posters containing the applicable processes posted at the main entrance of or most conspicuous places in your Offices. It is highly recommended that the printing of such processes be made in papers instead of tarpaulin posters in view of the frequent revisions of the DENR Citizen's Charters and in order to minimize the production of non-biodegradable wastes. A sample is provided in Annex "A" of this memorandum. It is also encouraged that the display of Citizen's Charters be made through the use of interactive kiosks, television and/or computer screens; and
 - c. Link or page in your official Regional Website.

¹Supplemental Guidelines on ARTA MC 2019-002

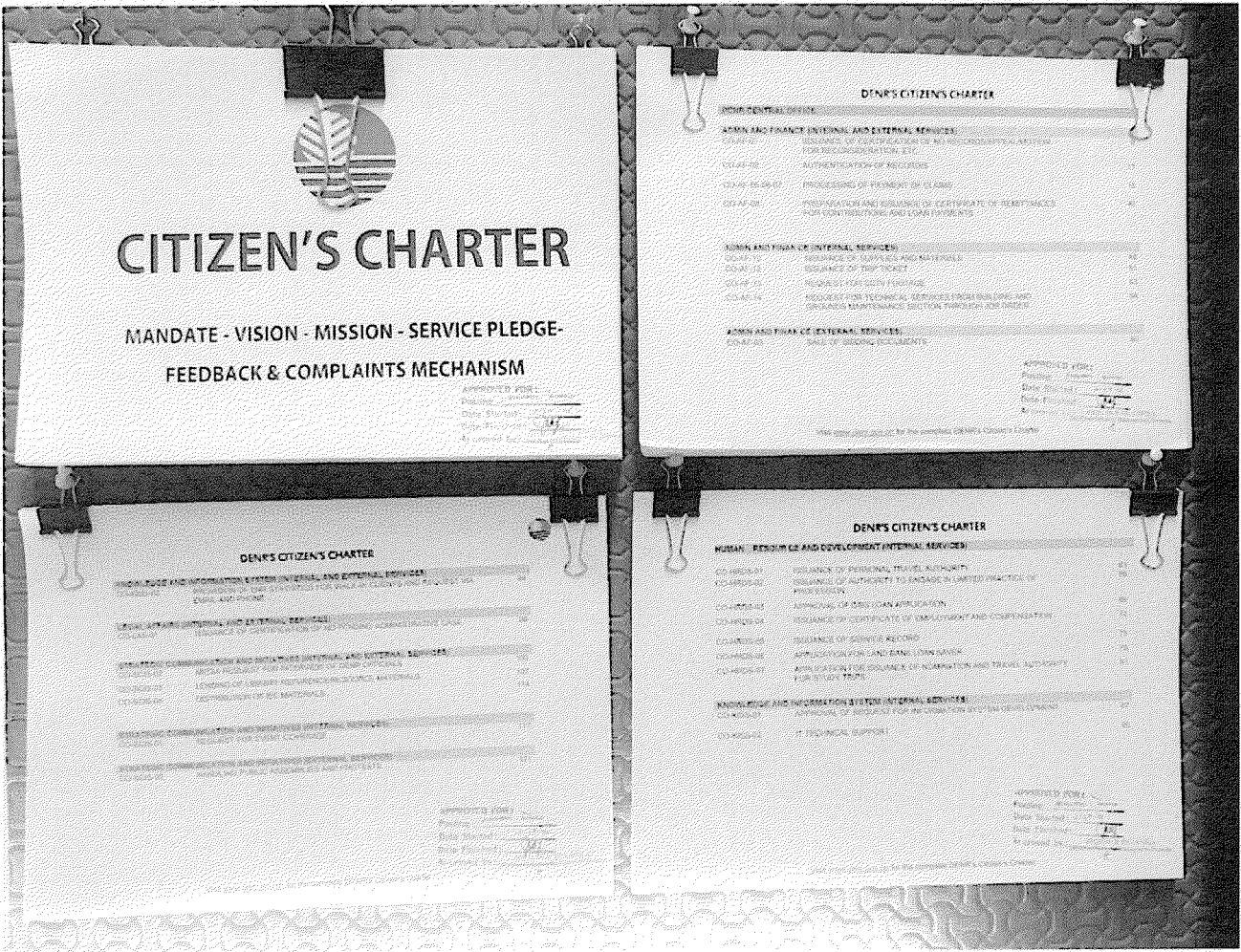
3. Consolidate, through the Regional Committee on Anti-Red Tape (CART), the necessary documentary requirements submitted by your PENR and CENR Offices using the template provided in Annex "B". Submission of consolidated compliance covering the Regional, PENR and CENR Offices shall be in a single Portable Document Format (PDF) file. Incomplete submission of the documentary requirements by your PENR and CENR Office shall not be accepted by this Office; and
4. Submit directly to this Office, through the Sub-CART on Citizen's Charters Compliance and Monitoring, with email address at denrcosubcart.citizenscharter@gmail.com, and **not to the ARTA**, on or before 05 May 2023, your proof of compliance with the aforementioned requirements, in the form of electronic copies (e-copies) in PDF file and **not in hard or printed copies.**

For any clarification or concern, you may contact For. Mark Vincent Yngente of the Internal Affairs Division, Legal Affairs Service at 0998-510-5309, or through email address indicated in Item No. 4.

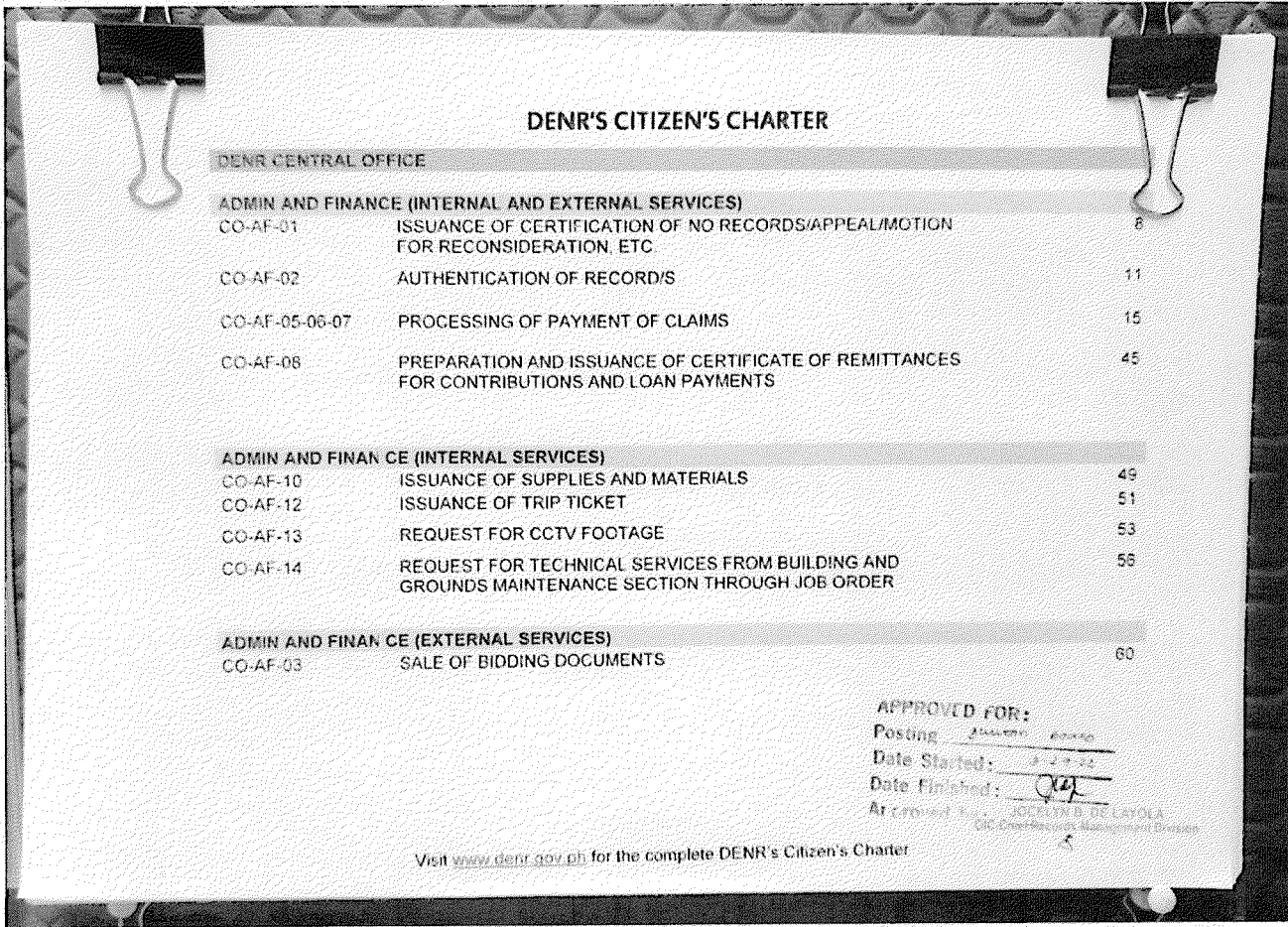
For information and compliance.


NORLITO A. ENERAN, LL.M., CESO III

Annex "A" - Citizen's Charter Poster

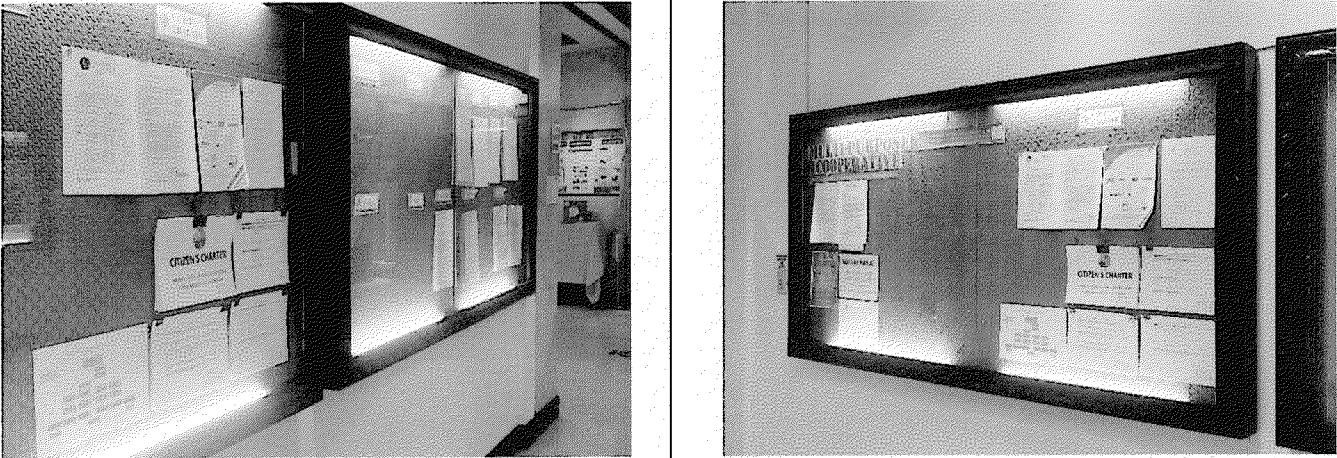
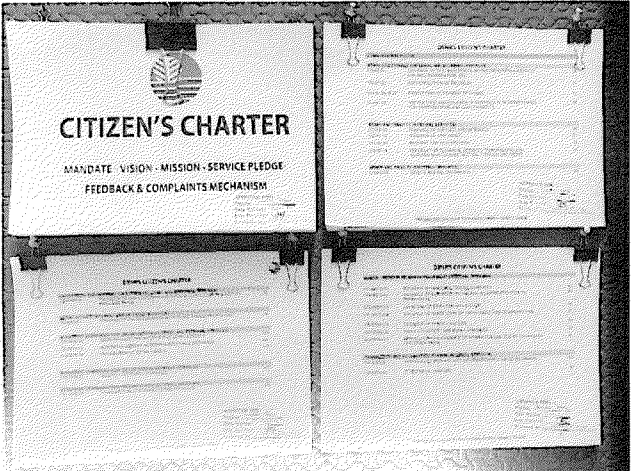
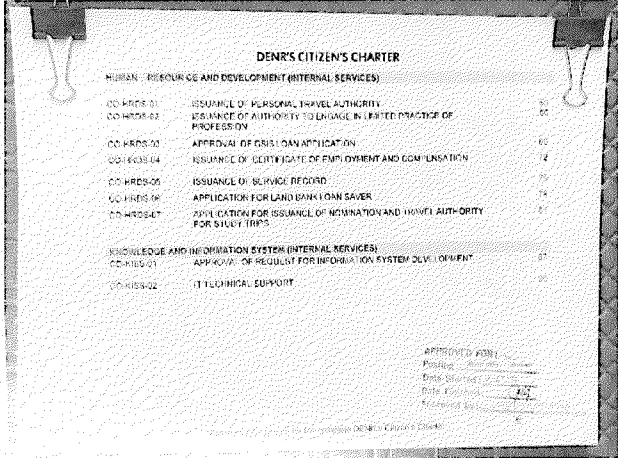
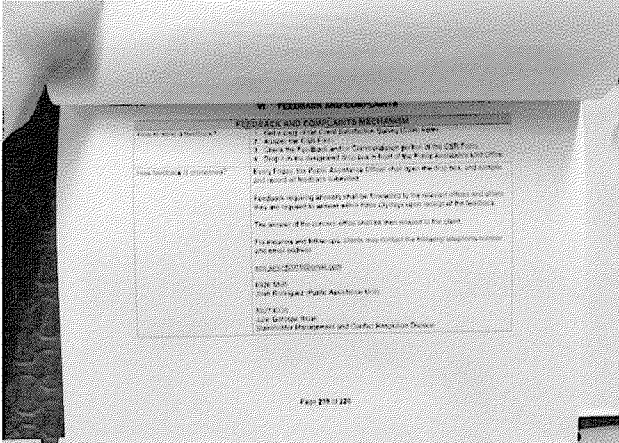
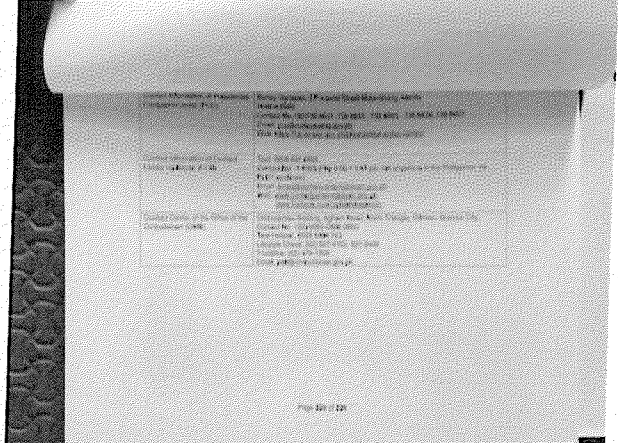
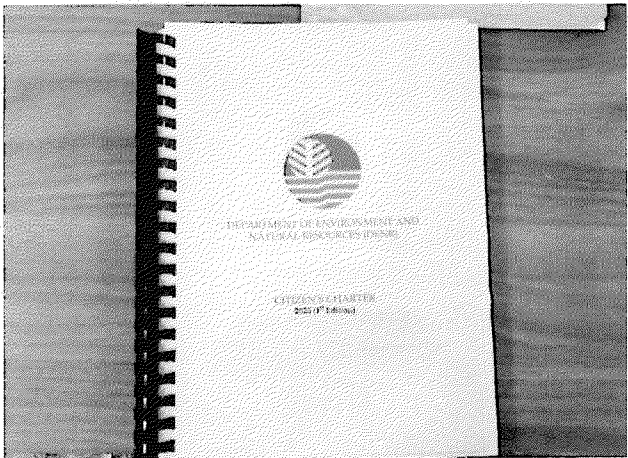
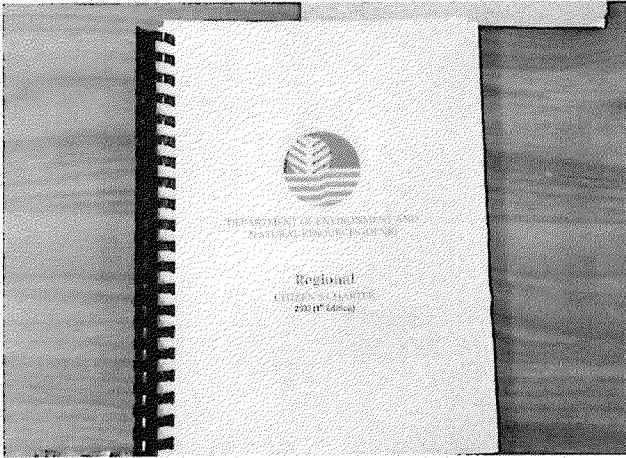


The Citizen's Charter must contain the mandate, vision, mission, service pledge and localized feedback and complaints mechanism of the DENR.



The pages can be flipped to show the Citizen's Charter process flows.

Annex "B" - Template for the Consolidated Proof of Compliance*

OFFICE: e.g. Forest Management Bureau	
	
1) Panoramic View of the Citizen's Charter posters and/or Public Assistance Desk	
	
2) Mandate, Vision, Mission and Service Pledge	3) Close-up of Citizen's Charter
	
4) Feedback and Complaints Mechanism	5) Contact Details of ARTA, PCC, CSC and OMB
	
6) Citizen's Charter Handbook 2023(1st ed.)	7) Regional Citizen's Charter Handbook

*Offices may include more photos. However, proof of compliance must include at least the seven items shown above. Paper
Size: 8.5 x 13 inches (Folio). Margin: 0.50 x 0.50 inches